

# CUSTOMER QUALITY AUDIT



TO: CYNTHIA LARSON  
33156 N. 72<sup>ND</sup> WAY  
SCOTTSDALE, AZ 85262

Dear CYNTHIA,

> Thank you for contacting our company and giving us the opportunity to work with you on your project. If we can be of help in the future, please call us! We're always available to discuss your needs. We take pride in our work and are constantly striving to maintain our high quality. Would you help us by taking a minute to answer the following questions? Your comments are valuable and will help us serve you better in the future. **Thank You.**

- Were we responsive to your needs?
  - Before the job  Yes  No
  - During the job  Yes  No
  - After the job  Yes  No
- Was the job...
  - started on time?  Yes  No
  - completed on time?  Yes  No
  - left clean?  Yes  No
- Were our workers courteous?
  - Yes  No
- Did we do everything we agreed to do?
  - Yes  No
- Were you satisfied with the price and value of the job we did?
  - Yes  No
- Were you pleased with the quality of our work?
  - Yes  No
- Would you consider us for future projects?
  - Yes  No

**We invite you to write in any additional comments...**

**General Comments:**  
Jim, It's beautiful! I thank you  
of your company for making my Arizona  
home so comfortable.  
Thank you for the attention to detail &  
fine workmanship. My faith in the  
pride of workmanship has been renewed!!

- May we use your name as a reference on future jobs?  Yes  No

Signature Cynthia Larson Date \_\_\_\_\_ Phone \_\_\_\_\_